



Complaints Procedure

The following is the escalation and resolution for ALL complaints brought forward to South Simcoe United FC. A complaint should be submitted by a party when they believe the Club Code of Conduct has been breached. All complaints should be submitted in writing to the Vice-President and clearly state the following: 1) Reason for the complaint, 2) specifics of the situation (including date/time and location) and 3) the parties involved.

Complaint Escalation

All complaints should be forwarded in confidence to the attention of the Vice-President.

1 – Vice-President – vicepresident@southsimcoeunited.ca

2 – President – president@southsimcoeunited.ca

3 – Discipline Officer – discipline@southsimcoeunited.ca

Complaint Resolution

The complaint resolution process South Simcoe United FC will be as follows:

1 – Review of the Applicable Code of Conduct

2 – Review by Executive Committee, which may include Board of Directors

3 – OSA Dispute Resolution Process

Revision Date: February 2013